



Terms and Conditions

In-depth Review with Kai Jackson

Ethnic Minority Voices in Tenant Engagement



These terms explain what's included in this free offer and how it works.

1. What the offer includes

As part of this free member offer, you will receive:

- One day of consultancy time with Kai Jackson, up to 7 hours, to review your data, practice and representation and discuss how to embed the TABLE Principles across your organisation.
- Written feedback from Kai, including a tailored action plan.

This support is focused on learning, reflection and practical next steps.

2. Delivery format

The review can be delivered either:

- Online.
- In person, if agreed in advance.

The format will be confirmed when your session is booked.

3. Travel and accommodation for in-person work

If the session takes place in-person, you are responsible for covering Kai's reasonable travel and accommodation costs.

This includes:

- Second class rail fare, or mileage at 45p per mile.
- Parking costs.
- Overnight stay plus dinner and breakfast if needed, in a budget hotel such as Travelodge or Premier Inn.

You can either:

- Book travel and accommodation yourselves.
- Ask us to arrange it, in which case we will invoice you for the costs.

These costs are not included in the free offer.

If you have any questions regarding this document or if we can help in any other way, call us on **0161 868 3500** or email info@tpas.org.uk



4. Time limits and extra work

The free offer covers:

- Up to 7 hours of live consultancy time.
- Up to 3 hours of written feedback and action planning.

Any work requested beyond this will be chargeable at our normal consultancy rate of:

- £850 per 7 hour day, or pro rata for part days.

We will always discuss this with you before any extra work is carried out.

5. Booking and availability

- Sessions are subject to availability and will be agreed at a mutually convenient time.
- You must provide any relevant data or documents in good time before the session so Kai can prepare.

6. Cancellations and changes

- If you need to cancel or rearrange, please give as much notice as possible.
- Where travel has already been booked, you may still be charged for any non-refundable costs.

7. Confidentiality

- Any information you share will be treated as confidential and used only for the purpose of delivering this review.
- We will not share your data or discussions with others without your permission.



8. Use of the feedback

- The feedback and action plan are for your internal use.
- They should not be shared publicly or used for marketing without written agreement.

9. Free offer status

- This is a free benefit for eligible members and has no cash alternative.
- We reserve the right to withdraw or amend the offer at any time.

10. Acceptance

- By taking up this offer, you agree to these terms and conditions.